



**Bedford County Utility District
214 Bethaany Lane, P.O. Box 2755
Shelbyville, Tennessee 37160**

January 10, 2020

RE: WATER BILLING

Dear Customer:

Bedford County Utility District provides potable water and natural gas services to over 7,500 customers in Bedford County. The recent real estate boom has brought welcome growth in the District's customer base. This growth has required changes in managing staff workload to maintain efficient operation. To meet this need, the District's Board of Commissioners has decided to change from a single monthly billing cycle to two separate monthly cycles.

The cycles will be defined by dividing the water customers into two areas according to where they live. Cycle two will consist primarily of those who live in the northwestern portion of the District's service area. Cycle one will be the remainder of the customers.

Customers in the first cycle would see no change in their billing because meter reading and billing would be done as they are now. Customers in the second cycle will have their meters read two weeks following those in the first cycle and their bills will be mailed approximately the 16th of the following month. Payment due and cutoff dates will change as appropriate for the second cycle. This information will be clearly shown on the bills.

Natural gas customers will continue to have their gas meters read the first of the month and those bills will be included with the water bills. Payment due and cutoff dates will be the same as for the water bill.

It is anticipated this change will take place in March of 2020 and should have minimal impact on a customer's bill during this transition. If you feel that there is an irregularity with your bill, please contact our office immediately.

Also, the District is planning to discontinue sending second notices to customers not paying water bills on time. Instead, we plan to call customers to make them aware of non-payment. If you haven't already done so, please make sure the District has your most current phone number on record in case we need to contact you.

Our goal is to provide our customers with the most cost effective and efficient service. This change will allow the District to continue to do that. If you have any questions, please do not hesitate to call us at (931) 684-1667. Please retain this letter for your records.

Sincerely,

Mr. Gene C. (Buddy) Koonce, Jr.
BEDFORD COUNTY UTILITY DISTRICT